

**SHHH Mobile Phone Survey  
for Users of Hearing Aids and Cochlear Implants**  
(Conducted 9/4/02-9/10/02 on the SHHH web site at <http://www.shhh.org/>)

**Comments on Accessories from Survey Respondents  
Submitted 9/12/02**

*The names of respondents have been removed to protect their privacy. Most spelling errors were corrected. SHHH does not endorse any products or services. Mentions of specific products were provided by individuals, do not represent the opinion of SHHH, and may not apply to other individuals with hearing loss or be accurate*

I enjoy using my cell phone without any accessories - just use my t-coil switch on my hearing aid! 62464139 2002-09-07 21:50:00

I don't want to have to buy accessories in order to use the phone. 2907734 2002-09-09 21:13:00

It annoys me that in order to use some types of cell phones, I need to purchase additional accessories which may also require batteries to operate, and this adds to the costs of using such phones, or your choices are limited to very few that can be modified, which may sacrifice other features you would want to have, like two way alphanumeric text paging. (for example, the Nokia loopset uses three hearing aid batteries and the built in mike faces away from the wearer's voice and you are limited to certain model phones to use this with, so that the features you want in a phone may not be compatible with the adaptive loopset; if you also have fluctuating hearing which requires coupling cell phones to a TTY you have to buy another modified TTY or an RJ11 interface which adds to the costs. In addition, when you have a hearing loss, calls tend to take longer but the billing rates do not adjust for this need to repeat, or type conveyed messages via TTY through the cell network. In addition, when someone visits a cell phone kiosk or store, they have the chance to 'test' working phones, but the sales rep does not know which phones are telecoil equipped, have no clue what a telecoil or DAI is about, let alone a HATIS or Loopset etc. Often the consumer has no choice to evaluate any product for features that they want, because they cannot try out the phones they are interested in. Universal Access standards need to be imposed on phones to widen the selection and decrease the costs associated with providing access features to those who need them. 43514976 2002-09-09 12:13:00

I depend heavily on the Nokia accessory designed for hearing aid users. 80856946 2002-09-09 17:26:00

What gripes me most, when you change makes of phones you have to buy all new accessories, The accessories should be universal and fit all phones. I am Retired with a small retirement & SS. to live on, I have two headsets two auto charging cords, in the drawer with the two Cell Phones that didn't serve the needs, I say make all accessories fit all phones (Universal ) 46591626 2002-09-06 21:54:00

I am relatively new to cell phones, and I'd like to get an accessory to connect with it. For now with my CI just using the regular microphone setting seems to work reasonably well. Thanks for asking! 59945743 2002-09-06 14:47:00

The ONLY way it will work is using the Nokia LP-1 neck loop. Otherwise, a loud buzz. I had to buy a second neckloop (150.00) when the first broke (no "loaners" were available, and I had to have mobile communication ability while the broken neck loop was in for repair). The connector broke off (four times so far) where it plugs into the phone. Otherwise, the system works great with the neckloop. 20171495 2002-09-06 14:37:00

1.) Allow users (particularly hearing impaired) to try on the spot before purchase. 2.) Conformity of plug outlets for accessories among all the phone manufacturers. 3.) Salesperson should encourage hearing impaired users to get phone with vibrate alert. I don't have it and wished I did. 5891568 2002-09-05 09:30:00

Some phones I get this noise IN my hearing aid, and can't use those particular phones. I have never found a mobile phone that I could use my t-coil on. I have yet to find a salesman knowledgeable about this topic. I know there are devices etc that would help me to hear better on my mobile phone, but they are just toooo costly. 4465176 2002-09-09 21:54:00

I always shop for a Hearing Aid with the need for a strong T-coil in mind. The accessory I use is a neck loop made for Nokia phones at a cost of 69.95. If manufacturers are going to make phones unable to be used without accessories they should bear the cost of providing the accessory, NOT ME. While the neck loop works relatively well it is another set of wires and battery that can come unconnected or battery goes dead, etc. Previously I used an analog phone but the provider went bankrupt and the analog service and phones are getting scarce. 98751122 2002-09-04 23:26:00

As we all know, hearing loss is a very expensive disability to have! My husband's mobile phone was free with a year's service contract. I paid \$300 for the StarTAC that I used for 3 years and lost last April. I've been waiting for the Audex 'CHAAMP' since they introduced it to us last summer at the SHHH convention. Bought it this year, and now cannot use it because my provider does not yet have the phones it is compatible with. Not a happy camper here...I do miss having a cell phone.....a lot. 6918810 2002-09-04 22:49:00

I believe the accessory should come with the phone so hearing aid users won't have to go seeking it from unknowledgeable employees. 45298493 2002-09-04 22:07:00

I currently don't use a cell phone because I have to find a place that has a patch cord that goes with a cell phone in order for me to try the phone to see if it's compatible with my CI. Patch cords also cost \$100.00. That is way too expensive for me to buy when it's just a patch cord. 54669346 2002-09-04 21:49:00

Use specially modified analog phone from Audex Corp. Very good luck with Nokia 5100, 6100 series with neckloop; No luck with Motorola Nextel phone even with neckloop. What I really want is to be able to use a digital phone with a specially modified amplifier inside the

phone and without having to hook up a neckloop. My analog phone is very old, old Panasonic and offers no programming features like voice mail messages, address book, etc. 39432571  
2002-09-04 21:17:00

I also have a Nokia Neckloop, It is little better sound, but very inconvenient. 2971577  
12.84.13.25 21:01:00

The accessory is way too expensive. Costs more than the phone itself! It takes three hearing aid batteries and only lasts for approximately 20 minutes of talk time. It is also very fragile and easy to break thus replacing them is expensive. 63883048 2002-09-04 20:53:00

I have great success with a HATIS, but unfortunately, they only last a few months (days after warranty ends) and at a price over \$100 each, not worth it to have a cell phone, also can't hear the phone ring, can only use it to dial out and it does not vibrate strong enough to alert me to incoming calls, but Verizon had no try before you buy, so I am stuck until my contract runs out (large cancellation fee). I use the two way messaging feature of my phone and I do not plan to get another cell phone, although I do plan to replace it with a two way pager. 84599626 2002-09-04 18:41:00

I love my Nokia with the neckloop. It is so much easier to use than the HARC silhouette. Sound is quite clear with the neck loop. But I would love to be able to use a mobile phone w/o having to use ALD. 9088367 2002-09-04 17:24:00

I hear most people better on my Nokia w/o using the telecoil, just using the mic, than I can on any other phone I own, or have tried. I'm VERY pleased with my cell phone & my CI performance. 91726481 2002-09-04 16:19:00

If I remove hearing aid, stick external receiver in my ear, program phone to maximum gain, and plug cord into phone, then I can usually, but not always, originate calls successfully. I have not been successful doing all that fast enough to receive incoming calls. 69637926 2002-09-04 16:15:00

Nokia offers a neckloop LPS-3 to go with the 3390 and an LPS-1 to go with the 6190. The neckloops cost more than the phones (around \$100 each). I tried the LPS-1 when I was using the 6190 and found it to be mediocre at best. I could use the loop with my t-coils and hear quite well but the loop had a lot of bugs. When I switched to the 3390, I just bought an inexpensive binaural ear-muff style headset from Radio shack and have been using that. It doesn't work very well and, like the loop, it is awkward to hook up when I need to make a call. Half the time I just take my hearing aid off and use the phone that way (but can't get as much volume as I would like). 19473650 2002-09-04 15:36:00

Need less expensive and convenient accessory to use phone 83822209 2002-09-04 14:02:00

Tried most all mobile phone brands (analog and digital)with 2 top line HATIS headsets without success. Unable to understand speech as my hearing loss is 95db in both ears. I do have a Motorola StarTAC Analog mobile phone for business but have to use TRS with VCO feature

using the Krown Pocket Speak and Read VCO attachment over the ear piece. 28988335 2002-09-04 13:56:00

I don't want to have to mess with attachments. I will buy a phone when I can use it without needing an attachment. 6427396 2002-09-04 13:50:00

I would like a mobile phone that I don't have to answer the phone, Say "Please Hold", then connect the Loop to the Mobile phone then connect the loop part around my neck then get back on the phone. If I wear the loop all the time with the connecting to the phone, I tend to break the connector part that connect to the phone. 3659894 2002-09-04 13:36:00

Using the business cell phone, which is the Nokia with the loopset is a hassle to set up and answer the call. Usually, I will miss the call and have to call back. Although, my husband cell phone, which is Motorola V Star 8160 (analog), is hearing aid compatible and requires no loopset attachment, is clear and convenient to use. Personally, I prefer the quick and accessible phone rather than trying to arrange/setting up the phone which takes time and is a hassle. 69105872 2002-09-09 12:26:00

...However, I started using an accessory before cell phones became available that gives me two ear listening because I understand so much better with two ears. So, I prefer to use an accessory on my cell phone that gives me two ear listening, even though I do not need the accessory to prevent interference. 18222675 2002-09-09 06:53:00

I spent an extra \$85 dollars or so for a audio loop to use with the cell phone I was using-and it still had too much interference. By interference, I'm assuming you mean loud static-that is what I hear. 86203356 2002-09-08 22:03:00

The neckcoils are very fragile...I had to replace my several times due to not working correctly - they use lots of batteries and go down quickly even if not using the neckloop. The batteries are very hard to place in the neckloop compartment - and they shift around in the compartment - I have to adjust them daily. The neckloop has to be just right in order to work correctly. I only use my phone when necessary - I was very uncomfortable using it last year when I had to call my insurance company due to a car accident. I could not understand the code that they gave me and had to ask the cop to write the code down. But it is better than not having a phone at all. I would not be able to access the mobile phone without the neckloop or if I did not have the T-coil on my hearing aids. Audiologist in general lack the information about telling hearing aid consumers about the t-coil...just last week I was teaching a high school student and ask her what the t-coil was used for...she said I don't know...told her about the function of the t-coil. Amazing she told me the next day that she could hear so much better on her phone. I'm going to let her try my mobile phone next week. 10759168 2002-09-08 20:28:00

The loop itself functions very well except for one thing: it uses three hearing aid batteries stacked together and the battery compartment design does not keep the batteries lined up securely, I have to put in a filler of paper or plastic to keep them lined up and working, otherwise, the slightest bump will disconnect my call in the middle of sentence (in other words, the loop becomes

inoperable). I wish other manufacturers of mobile phones would design loops for their phones as well. 63603189 2002-09-08 18:47:00

The ONLY way it will work is using the Nokia LP-1 neck loop. Otherwise, a loud buzz. I had to buy a second neckloop (150.00) when the first broke (no "loaners were available, and I had to have mobile communication ability while the broken neck loop was in for repair). The connector broke off (four times so far) where it plugs into the phone. Otherwise, the system works great with the neckloop. 20171495 2002-09-06 14:37:00

I learned about the Motorola brand with a HATIS hook up from a friend with hearing aids and tried hers first. I had to go to two different places, one to buy the HATIS and to AT&T to buy a phone with a compatible jack for the HATIS. I now know Motorola makes a neck loop model that is strong enough to use with my T-switch, AT&T's was not. 19225066 2002-09-06 13:37:00

I use a t coil adapter with my Nokia. This a hassle just like using the wire from the CI processor that attaches to the phone face. But, at least I can hear even though it is cumbersome. Wish there was a cell phone with a T-coil.....please, I will do anything to help accomplish this! 73422764 2002-09-06 08:37:00